

14.0 Animal Control Operations

Purpose Rules for conducting Animal Control Operations are necessary so staff may provide quality service to the citizens of Franklin County in a safe and effective manner. Animal Control personnel must be prepared to respond to calls at all times. These services should be provided in a safe and reliable manner as these functions in themselves are often hazardous. Teamwork is necessary to insure that all calls are handled safely and efficiently in a manner that does not subject the employee to further risk. Animals at the shelter should be cared for in a manner that meets or exceeds state guidelines. Staff should also remain aware that the people often associate human characteristics and traits to domestic animals and wildlife. Therefore, staff should perform Animal Control Operations and services in a professional manner that takes these feelings into account.

14.1 Reports from Citizens

1. Citizen complaints received should include the complainants name, address, phone number, nature of complaint, and directions to the location.
2. Voicemail at the shelter will be checked daily upon reporting for duty by the Animal Control Officer assigned to the day shift.
3. At 8:00 a.m., phone calls for the animal shelter shall be forwarded to the Public Safety Main Office. Prior to leaving the shelter for the day, voicemail will be activated.
4. Officers should make every effort to return phone calls on the same day received. In no case should a phone call be allowed to go unanswered for more than 24 hours.

14.2 Animals surrendered to shelter by owner

1. Animals received at the shelter should be cared for in accordance with state law and recommended guidelines of the VA Department of Agriculture and Consumer Services.
2. Animals transported shelter that are critically ill or injured shall be immediately euthanized.
3. Staff shall advise the person surrendering the animal that there is no mandatory holding period and the animal will be available for immediate adoption or euthanasia.
4. Staff will obtain a photograph identification of the surrendering person prior to accepting the animal. No animals will only be accepted from persons residing within Franklin County or the towns of Rocky Mount or Boones Mill.
5. Staff shall prepare a form that the surrendering person shall sign, that relinquishes all rights to the animal surrendered. Staff shall inform the surrendering person that the animal may be euthanized due to health, temperament, and space availability issues.

14.3 Feeding schedule for shelter animals

1. Animals in the care of the Franklin County Animal Shelter should be fed twice per day an amount proportional to their age and weight.
2. Puppies and kittens should be fed three times per day with appropriate food for their size.

14.4 Stray animals

1. Animals received at the shelter should be cared for in accordance with state law and recommended guidelines of the VA Department of Agriculture and Consumer Services.
2. All stray animals bearing any form of collar, tattoo, or chip should be held a minimum of 13 days. All efforts should be made to identify the owner.
3. All animals should be screened for identification chips and/or tattoos.
4. The intake process assures that animals are examined, medicated, and housed properly. Because comfort is important for an animal's well being, attention is given to each animal and its needs.
5. Stray animals not bearing identification should be held for a minimum of 8 days.
6. Upon taking possession of an animal in the Field or Shelter, staff will complete the proper forms in full. All available details shall be entered on intake forms.
7. Animals shall be housed with like animals. (Large/large, males/males, etc.)
8. Rescue agencies should be contacted to foster or transfer if possible.
8. Animals received by the Shelter with interested party's contact information, will be contacted by Animal Control Staff after evaluation and availability.

14.5 Veterinary care during business hours

1. Any animal in need of veterinary care per State Code 3.1-796.68 shall be taken to the nearest available veterinarian to prevent suffering.
2. During business hours any animal that should need medical care should be taken to any facility that may be able to provide care.
3. If the animal has identification, a reasonable effort should be made to locate the owner and care should be given to make the animal as comfortable as possible.
4. If the animal has no identification, the vet should be asked to provide reasonable care to limit pain. Should the back be broken and the animal is paralyzed, it should be euthanized to prevent suffering.

14.6 Veterinary care after business hours

1. Any animal in need of veterinary care per State Code 3.1-796.68 shall be taken to the nearest available veterinarian to prevent suffering.
3. After business hours, holidays, and weekends you may contact any available facility that would be available for the emergency. This may include Emergency Veterinarian Services of Roanoke which is located at 2805 Hershberger Rd. NW, Roanoke VA. (540-563-8575).

14.7 Dead Animals

1. On private property the landowner should be contacted to bury the animal.(Refer to County Code 4-8 though 4-10)
2. On a public highway right of way, the Virginia Department of Transportation should be contacted for removal through the Franklin County E-9-1-1 Center. Refer to County Code 4-10
3. On public property other than a highway, the agency charged with oversight of the property should be notified of the presence of the animal carcass so disposal arrangements can be made.
4. Inmates from the Franklin County Jail may be only utilized to remove a dead animal from property in which the owner is not at fault or unable to remove due to extenuating circumstances.

14.8 Wildlife

1. Unless the situation creates a public safety issue, nuisance wildlife complaints should be referred to the Virginia Dept. of Game and Inland Fisheries.
2. The complainant should be referred to contact an exterminator for complaints regarding snakes, birds, squirrels, and bees.
3. Injured wildlife complaints should be referred to the Virginia Dept. of Game and Inland Fisheries. Providing assistance to the officers of the Department of Game and Inland Fisheries is permitted upon their request.
4. Humans bitten by wildlife should be encouraged to seek medical treatment. A animal bite report should be taken and forwarded to the Virginia Department of Health to follow up on any incident involving an animal listed in the rabies vector. These incidents are considered a matter of Public Safety and are to be handled in a priority manner.
5. When responding to a wildlife animal bite report, the officer should make every effort to locate the animal involved in the attack. After contacting the Department of Game and Inland Fisheries, the officer may dispatch the animal in a manner that allows for rabies testing to be performed.
6. Wildlife animal bites that occur on a holiday, weekend, or after hours, contact the Virginia Department of Health to take receipt of the animal if a veterinarian is unavailable.

14.9 Domestic Animal Exposures

1. When investigating an animal exposure complaint, it shall be a priory to gather all information and ensure that the animal is quarantined as soon as possible. A report should be completed documenting the events of the exposure. This report shall be sent to the Virginia Department of Health as soon as possible and a copy submitted to the Senior Animal Control officer.
2. Should the animal be a stray and or have fled the scene, a trap should be set in an attempt to capture the animal.
3. Every efforts should be made to have an animal quarantined at the owner's residence or

veterinarian's office. If the owner insists that Animal Control quarantine the animal, a fee of \$8.75 per day shall be charged to the owner. The quarantine period shall be 10 days.

4. Officers should obtain the rabies vaccination certificate and current county dog license information from the owner of the animal responsible for the exposure.
5. If the bite is a dangerous dog, the procedures outlined in the Virginia Administrative Code section 2 VAC 5.620 shall be followed.
6. Should a quarantined animal in the custody of the Franklin County Dept. of Public Safety escape, the Senior Animal Control Officer shall be notified immediately. All efforts to capture the animal shall be made.

14.10 Operation hours

1. The Franklin County Shelter will maintain hours that are accessible to the general public. The hours of operation are as follows:
 - a. Monday – Closed to the general public.
 - b. Tuesday – 12:00 noon – 4:00pm.
 - c. Wednesday -12:00 noon – 4:00pm.
 - d. Thursday -12:00 noon – 4:00pm.
 - e. Friday -12:00 noon – 4:00pm.
 - f. Saturday-10:00am-12:00pm.
 - g. Sunday- Closed to the general public.
 - h. Other times by appointment.
 - i. Should the Animal Shelter need to be closed for an emergency, the Senior Animal Control Officer shall immediately be notified. A message explaining the change of hours should be recorded on the answering machine and a sign noting the schedule change shall be posted on the front door of the Animal Shelter.
 - j. The Shelter is closed on all Holidays –It is the responsibility of the on call Animal Control Officer to ensure the shelter is cleaned and maintained according to guidelines.
 - k. The Animal Control Officer on call will be responsible for transporting the inmate back to the jail Monday – Friday when the Shelter closes.
 - l. Animal Control Officers shall open and operate the Shelter in the absence of the Adoption Specialist. Volunteer workers may be utilized to operate the Shelter only after receiving clearance from the Adoption Specialist and the Senior Animal Control Officer.
2. **Officer work hours.** Animal Control Officers shall work a split shift during daylight savings time to extend hours of service to the public. These hours shall consist of:
 - (1) 7:00am-2:30pm Monday thru Friday (Early shift)
 - (2) The early shift is responsible for ensuring the animals are fed and that the Shelter is cleaned according to guidelines. The Early Shift Animal Control Officer shall obtain any

messages left by the public on the Shelter answering machine upon arrival at the shelter.

- (3) 12:30pm – 7:00pm Tuesday – Saturday (Evening Shift/On Call)
- (4) The Evening Shift Officer will be on call Tuesday thru Monday for after hours calls for service.
- (5) In the event of a manpower shortage due to sickness, vacation, or staffing issues, the scheduled hours for Animal Control Officers shall be 9:00am-4:30pm Monday – Friday.
- (6) Officers are responsible to ensure their scheduled shift is covered. If an Animal Control Officer cannot report for duty, the Senior Animal Control Officer shall be notified prior to the start of the scheduled shift. The Senior Animal Control Officer shall notify the E-9-1-1 center of the schedule change and procedures to follow due to the absence. Should the Senior Animal Control Officer be unavailable, the Animal Control Officer requesting the schedule change should notify the Director of Public Safety.
- (7) During winter hours, or hours during decreased call volume, the Senior Animal Control Officer may establish hours in accordance with section (5) above.

14.11 Cleaning Procedures – Cat Cages

- 1 The cat holding area should be the first area that is cleaned daily.
- 2 Prepare vacant cages with cat litter or newspaper, food and water.
- 3 Transfer all cats to the clean cages with their cage numbers to avoid confusion.
- 4. Remove all cat litter, food, and water containers from the dirty cages and place in the trash can.
- 5. Fill the sprayer with Kenasol and foam the inside of all empty cages with hot water. This should soak for a minimum of 10 minute.
- 6. Bleach shall be used in cages if disease is suspected.
- 7. Scrub the cages with a brush to remove any material that is stuck.
- 8. Spray the cages again with Kenasol, and then squeegee them dry.
- 9. At no time shall the animals get wet.

14.12 Cleaning procedures – Dog runs

- 1. Put the dogs inside while the outside runs are being cleaned.
- 2. Clean the solids from the outside runs.
- 3. Foam the outside walls and floors with Kenosol and hot water. Allow to soak for a minimum of 10 minutes.
- 4. Bleach shall be used in cages if disease is suspected.
- 5. Scrub all surfaces with a brush until clean.

6. Rinse and repeat, then squeegee the surfaces dry.
7. At no time shall the animals get wet.
8. Allow dogs to go outside and repeat the cleaning process inside. All surfaces inside the Shelter shall be cleaned and disinfected.
9. All water bowls should be cleaned with a brush and flushed with a bucket of 1 cup bleach in five gallons of water.
10. Flush all drains with at least a 5 gallon bucket of water each day with 1 cup bleach.

14.13 Cleaning procedures – Cat cages - quarantine

- 1 Move all cats while cages are being cleaned.
- 2 Clean the solids from the cages.
- 3 Foam the outside walls and floors with Kenosol and hot water. Allow to soak for a minimum of 10 minutes.
- 4 Bleach shall be used in cages if disease is suspected.
- 5 Scrub all surfaces with a brush until clean.
- 6 Rinse and repeat then squeegee the surfaces dry.
- 7 At no time shall the animals get wet.
- 8 All surfaces in the inside shall be cleaned and disinfected.
9. All water bowls should be cleaned with a brush and flushed with a bucket of 1 cup bleach in five gallons of water.
10. Flush all drains with at least a 5 gallon bucket of water each day with 1 cup bleach.
- 11 Bleach shall be used in cages if disease is suspected.
- 12 Scrub all surfaces with a brush until clean.
- 13 Rinse and repeat then squeegee the surfaces dry.
- 14 At no time shall the animals get wet.

14.14 Cleaning Procedures Quarantine – Dog Cages

1. Clean and disinfect according to guidelines outlined in 14.12. Dogs may be housed in dog crate during procedure.
1. At no time shall the animals get wet.

3. Upon completion of cleaning procedure, clean and disinfect kennels used as temporary housing.

14.15 Adoptions

1. If an animal confined pursuant to these guidelines has not been claimed upon expiration of the appropriate holding period as provided by 3.1.796.96 of the Code of Virginia, it shall be deemed abandoned and become the property of the pound.
2. All Franklin County residents and well as residents of adjacent political subdivisions are eligible to adopt animals from the Franklin County Animal Shelter. For the purpose of this guideline, adjacent political subdivisions are defined as:
 - a. Floyd County
 - b. Roanoke County
 - c. Bedford County
 - d. Pittsylvania County
 - e. Henry County
 - f. Patrick County
3. Persons wishing to adopt an animal shall be at least 18 years of age, and provide positive proof of identification.
4. Potential adopters residing in Franklin County shall pay the license fee for the adopted animal and read and sign a statement stating they have not been convicted of animal cruelty, neglect, or abandonment, or are prevented by the court from owning animals.
5. Potential adopters residing in adjacent political subdivisions shall read and sign a statement specifying that they have never been convicted of animal cruelty, neglect, or abandonment, or are not prohibited by the court from owning animals.
6. Potential adopters shall sign a legal contract in which the potential adopter agrees to have the adopted animal(s) sterilized in accordance with 3.1.796.96 of the Code of Virginia. Should the adopter transfer ownership, sell, trade, or exchange the animal adopted from the Franklin County Animal Shelter prior to having the animal sterilized, they will be held liable for the sterilization of the animal as agreed to in the sterilization contract listed in sections 4 or 5 above.
7. All animals adopted from the Franklin County Animal Shelter shall be sterilized within 30 days of adoption or within 30 days of reaching 6 months of age, or face civil proceedings in the Franklin County General District Court.
8. Payment should be made by check or money order. Adopters should be encouraged to not use cash. Checks shall be made out to the Treasurer of Franklin County.
9. Adoption fees shall be set by the Franklin County Board of Supervisors.
10. No person may adopt more than 2 animals, or family of animals, within a 30 day period from the Franklin County Animal Shelter.

14.16 Transfers of Animals

1. Any authorized non-profit animal rescue agency may transfer animals from the Franklin County Animal Shelter.
2. Transfers shall only be conducted within the guidelines of section 3.1.796.96 of the Code of Virginia.
3. Authorized non-profit animal rescue agencies are those that have submitted evidence of their non-profit status and have been approved by the Adoption Specialist.
 - a. Every authorized non-profit animal rescue agency will provide, in writing, a list of representatives that may receive transferred animals on their behalf.
4. Non-profit rescue groups will update their list of registered representatives. No transfers will be allowed to non-registered representatives.
5. Transfers will be accepted at any time during normal business hours.

6. Transfers can also be arranged by appointment. Rescue agencies shall schedule after hours appointments through the Adoption Specialist or his/her designee.
7. The Adoption Specialist shall maintain a record of registered rescue agencies at the Animal Shelter.
8. For purposes of recordkeeping, release of an animal to any authorized non-profit agency, shall be considered a transfer and not an adoption. If the animal is not already sterilized, the responsibility for sterilizing the animal transfers to the receiving authorized non-profit agency.

14.17 Returning a pet to its owner.

1. There shall be a boarding fee of \$8.75 per day per animal.
2. There shall be a \$30.00 pick-up fee charged for each animal brought to the Franklin County Animal Shelter by an Animal Control Officer.
3. Boarding fees may be waived if the owner claims the animal the same day it was picked up.
4. A form shall be filled out completely with contact information and filed.
5. Owners claiming their animal should produce a valid rabies certificate and county dog license prior to release. An Animal Control Officer should be contacted if the owner cannot produce these records.

14.18 Criteria to Assist in the Evaluation of Animals for Adoption

1. The Franklin County Animal Shelter is committed to providing quality care for every animal. We use our experience and protocol to evaluate an animal's needs and balance with the greater good of the animal population in our care.
2. The evaluation assesses an animal's behavior, temperament, and health. The evaluation is a tool to determine an animal's potential for being adopted. Animals that rate high in the evaluation are adoptable. Potentially adoptable or special needs may be borderline, but could respond with treatment be it behavioral or health issues. Unadoptable animals are those that are clearly unsafe for the community or are too sick.
3. Animals may display behavior patterns or have physical conditions that would make them difficult to care for at the shelter or in a home environment. Some animals may be dangerous to people or other animals and, therefore, it would not be in the best interest of the Shelter, or the community, to place the animal. The purpose of this document is to provide a guideline and basic criteria to be considered in all decisions.
4. Alternative options will always be reasonably explored for animals initially accepted for adoption, but fail to continually meet the criteria for adoptability. Some examples of options to pursue include, but are not limited to, cooperating with other placement facilities and assisting with appropriate foster care, or adopting the animal with medical or behavioral special needs so noted. In an effort to learn how we can help animals that fall outside our normal perimeters of care and rehabilitation, we promote advocacy. Animals maybe chosen to be special cases that need additional resources not normally available. Placement decisions are determined on an individual basis. The ability to find an appropriate home or rescue is based on the animal's health, temperament, and local ordinances.

14.19 Euthanasia Guidelines

General Since euthanasia is the final act of kindness that can be shown to an animal, it is the policy of Franklin County Animal Control that animals be handled with respect and sensitivity and protected from unnecessary stress, fear, discomfort, and pain.

1. Set up euthanasia area.
 - a. Ensure that all necessary equipment is available.
 - b. Remove all other animals so they cannot witness the procedure.
 - c. **Inmates and Volunteers shall not be allowed** in the area when euthanasia is in being preformed at any time.
2. Staff is currently certified according to VA Directive 79-1.
 - a. **At least two staff personnel** shall assist with euthanasia.
 - b. Should there be a situation where there is insufficient staff; animals shall be transported to a veterinarian for euthanasia.
3. Criteria for selecting animals for euthanasia.
 - a. Completion of the State mandated holding period.
 - b. Space, temperament, health, age, condition and length of stay.
 - c. Ability to cope with new shelter or home environment.
4. Animals selected for euthanasia are double checked to ensure no mistakes are made.
 - a. All animals are scanned for ID chips and/or tattoos.
 - b. Note special circumstances that may make euthanasia an inappropriate decision for that animal at that time.
 - c. Staff performs euthanasia according with humane standards as taught in certification course.
 - d. Animals are to be euthanized by injectable drugs as approved by VA Directive 79-1
 - e. Insure the proper selections of hypodermic needles are used for the appropriate size animal.
 - f. Insure the proper amount of drug is given.
 - g. All dogs are to be sedated before euthanasia with a mixture of Xylazine (1 mg/lb) with Ketamine (5 mg/lb).
 - h. Dosage is 1 cc of Ketamine/Xylazine per 10lbs. given IM.
 - i. Intravenous administration is the preferred method, although other approved methods per VA Directive 79-1 may be used.
 - j. All controlled drugs should be documented and kept under double lock and key and only trained employees have access.
5. Determination of death.
 - a. All animals shall be checked to make an accurate determination of death by stethoscope, thoracic palpation, visual observation, corneal reflexes, and toe pinch reflexes.
 - b. Carcass disposition.

All animals shall be disposed of in the County Sanitary Landfill according to Virginia Department of Health regulations.

14.20 Controlled Substances

1. All controlled substances are to be securely locked and shall never be accessible to unauthorized persons. Only staff members that have been adequately trained to use such supplies will have access.
2. Each time any amount of a controlled substance is used or received, it shall be completely and accurately documented in the drug log. Any mistake shall be initialed.
3. An inventory of all controlled drugs shall be completed every 2 years by the

Adoption Specialist and filed in the drug log with a signature of the person completing the inventory.

4. If any controlled substance is found to be lost, stolen, or tampered with, a report shall immediately be made to the Franklin County Sheriff's Department. Upon notification of the Sheriff's Department, a written report of the situation will be submitted to the Director of Public Safety.

14.21 Reports

- 1 Paper copies shall be printed from the shelter management software on all transactions at the Shelter and signed.
- 2 Offence reports shall be entered into the computer. A paper copy shall be turned in to the Senior Animal Control Officer on any case in which a criminal charge is filed.
- 3 Time sheets shall be turned in on the next working day following the 15th of the month.
- 4 It shall be the responsibility of the Adoption Specialist to complete all Shelter reports at the end of the month and forward them to the Senior Animal Control Officer.
- 5 Daily reports and kennel logs should be printed and checked for accuracy each morning. This shall be the duties of the Adoption Specialist. In the absence of the Adoption Specialist, the Animal Control Officer assigned to the Shelter shall compile the report and check for accuracy.
- 6 Any discreptions noted on the daily reports or kennel logs should be corrected. If the cause for discrepancy cannot be determined, the Senior Animal Control Officer shall be notified.

14.22 Deposits

- 1 Deposits shall be made as needed to the Treasurers Office. Money should be secured in the safe at all times when the Animal Shelter is in operation.
- 2 Deposits shall be coded with the proper account numbers. A separate envelope shall be prepared for each account.
- 3 Any discrepancies noted when preparing the deposit should be corrected by the preparer. If the cause of the discrepancy cannot be determined, the Senior Animal Control Officer shall be notified.

14.23 Drugs / Tranquilizer Darts

1. Records shall be kept on all drugs on hand at the Shelter and an inventory shall be made at the end of each month. This inventory shall be filed in the inspection book. This shall be the duty of the Adoption Specialist.
2. Each Officer shall maintain a record of each drug kept on hand and of the usage of such.
3. Tranquillizer darts shall be accountable. If a tranquilizer dart is lost, the Senior Animal Control Officer shall be notified of the address or location that it was lost at and the circumstances.
4. Darts should be a tool to consider if other methods fail to solve the problem.
5. Officers shall be certified in the proper use of chemical capture agents and projectors.

14.24 Purchasing

1. Purchases over the amount of \$50.00 shall be approved by the Senior Animal Control Officer.
2. Receipts shall be forwarded to the Senior Animal Control Officer as soon as possible following completion of the transaction.
3. All receipts for purchases shall contain the following information:
 - (a) purchasers name
 - (b) date of purchase
 - (c) brief description of the purchase

14.25 Use of Traps

1. Officers are reminded that traps should be set with the intent of solving an existing problem.
2. Officers should use sufficient bait to lure the animal into the trap. The bait in each trap set should be replenished daily.
3. In considering trap placement the officer should determine a suitable location. Traps should be set so that:
 - (a) The trap can be easily accessed by the officer.
 - (b) The trap is located in an area that provides protection from the weather, excessive heat and direct sunlight.
 - (c) The trap is not in a location that is easily visible to the public.
 - (d) The trap should be secured to prevent tampering or release of the animal.
 - (e) The trap is marked and clearly identified as being the property of Franklin County Animal Control.
4. Trap locations should be noted on complaint cards. GPS coordinates of the trap location should be used to document the trap location on the complaint card. Officers should notify all other Animal Control Officers of the location of every trap set. Additionally, the following guidelines shall be followed:
 - (a) Remove the trap after 3 days if no animals have been captured.
 - (b) Advise the complainant to notify the Shelter every morning as to the status of the trap, and whether an animal has been captured or if the trap is empty. If this procedure is not followed, explain that the trap will be removed.
 - (c) Traps should be used after all other means have been attempted to resolve the problem.
 - (d) Traps should not be set during inclement weather or temperature extremes. Traps should also be set to protect the animals from excessive rain.
 - (e) Traps shall be checked daily. If the Animal Control Officer that set the trap is on leave or scheduled off, arrangements shall be made to have an alternate officer visit and check the trap.
 - (f) If the Animal Control Officer cannot arrange for the trap to be checked by an alternate Officer, the trap will be removed and replaced upon returning to duty.

14.26 Communications

1. Officers shall notify the Communications Center at the beginning and end of each tour of duty or when responding to an after hours call and upon arrival back at their residence.
2. Officers should request the Communications Center to Fax a CAD sheet to the Shelter upon completion of an after hours response.
3. Officers shall monitor the Sheriff's Office main radio channel at all times while on duty. Should the need arise to stop monitoring the radio, or if the officer is unavailable by radio, the E-9-1-1 center shall be notified of the officers status, location, and if practical, an alternate method of contact.
4. Plain language shall be used when performing radio communications.
5. Officers should not attempt to use a cellular telephone while operating a motor vehicle. If possible, find a safe location off the highway to place/receive cellular phone calls.

14.27 Animal Shelter Duties

1. Daily Duties

- (a) Empty all inside and outside trash containers.
- (b) Sweep and mop floors in office, restroom, and utility room.
- (c) Dust office furniture daily.

2. Weekly and seasonal duties

- (a) Haul trash to landfill at least once per week.
- (b) Seasonal-Mow grass inside all fenced areas.
- (c) Seasonal-Clear walkways and paths of snow and frozen precipitation prior to opening Shelter.
- (d) Seasonal-Inspect walkways for ice and apply abrasives prior to opening Shelter.
- (e) Gates should be inspected for proper operation and repaired as necessary.